

A2 - generates coding-decoding media data streams;

Page 3, lines 6-7, please replace the paragraph with the following text:

A3 - receives media coding-decoding data streams.

Page 3, lines 9-10, please replace the paragraph with the following text:

A4 - generating messages on detection of new calls to a customer server placed at a customer;

Page 3, lines 12-13, please replace the paragraph with the following text:

A5 - making use of commands originating from the customer servers:

Page 3, lines 24-32, please replace the paragraph with the following text:

Advantageously, each customer server is software that receives events signaled by the host server and sends commands in reaction to these events. This software can run on a computer equipped with two network interfaces, one connected to the WAN to communicate with the host server, and the other connected to a company private network in order to dialog with databases and other industrial processes belonging to the customer.

Page 4, lines 7-8, please replace the paragraph with the following text:

A7 Figure 2 illustrates the dialog between a host server with voice recognition and the customer server belonging to company A;

Page 4, lines 16-23, please replace the paragraph with the following text:

A8 The invention relates to a multimedia data transmission system that comprises a WAN, which may or may not be public, on which the confidentiality and security are not controlled from end to end, and onto which a shared voice and/or video resources host server is connected and provides a dynamic service to at least one customer, and onto which at least one customer server located at each customer is also connected.

Page 5, lines 3-10, please replace the paragraph with the following text:

Therefore, the invention can be used to share the voice resource host server located in the network of an operator between several customers that execute the service logic in their premises. The companies simply need to have a connection with the data network. The host server is accessible either from multimedia stations connected to the data network, or from any telephone through a gateway.

Page 5, lines 11-15, please replace the paragraph with the following text:

With the invention, the supplier of the "accommodation" service provides call control software to his customers, who run it locally on a machine in their network, and interface it with their critical databases.

Page 5, lines 16-23, please replace the paragraph with the following text:

When a call arrives for this customer, it reaches the shared voice resource platform.

This platform analyzes the requested number or the "ALIAS" for IP (INTERNET PROTOCOL) calls and deduces the client concerned. It sends a new call notification through the WAN to the call control application (customer server) for the customer concerned. In particular, this application may ask the following in return:

Page 6, lines 11-12, please replace the paragraph with the following text:

- generating media data streams (sound + video) with coding-decoding;

Page 6, lines 13-14, please replace the paragraph with the following text:

- receiving media data streams (sound + video) with coding-decoding;

Page 6, line 34 to page 7, line 2, please replace the paragraph with the following text:

- generating new call detection messages to a customer server placed at a customer; it must also choose the right customer server starting from the called number;

Page 7, lines 5-6, please replace the paragraph with the following text:

- implementing commands from customer servers, such as:

Page 7, lines 24-33, please replace the paragraph with the following text:

A16 In one advantageous embodiment, the customer server is simple software (for example "Window NT" service) that receives events signaled by the host server and sends commands in reaction to these events. This software may run on a computer provided with two network interfaces, one connected to the Internet network to communicate with the host server, and the other connected to a company private network to dialog with databases and other industrial processes within the company.

Page 9, lines 8-10, please replace the paragraph with the following text:

A17 A WAN network 10, for example Internet, in which the voice and/or video resource host server 11 is connected to:

Page 9, lines 16-17, please replace the paragraph with the following text:

A18 - three customer servers 16, 17 and 18 for companies A, B and C.

Page 9, lines 18-22, please replace the paragraph with the following text:

A19 When the host server 11 receives a new communication from a user, the first thing it does is to analyze the called number and then deduces which company server should manage the communication; for example customer server 16 for company A.

Page 9, lines 23-28, please replace the paragraph with the following text:

A20 Company A makes fast part orders. Customer server 16 sends its welcome announcement stored in the welcome file in the host server 11: "welcome to company A's fast order server, please press on the '\*' key to begin". Informed users can interrupt this announcement by pressing on the '\*' key.

Page 9, lines 29-33, please replace the paragraph with the following text:

A21 As soon as the user presses on '\*', the host server 11 informs company A's customer server 16 with a "DTMF event" message. Company A's customer server 16 then begins to play the "Do\_you\_want\_to\_order" file which contains a recording of this phrase.

Page 9, line 34 to page 10, line 3, please replace the paragraph with the following text:

A22 Company A's customer server 16 decides to use the voice command, to order the host server 11 to start recognition on the "yes, no" vocabulary. As soon as the user says "yes", the customer server 16 is informed by a "Word\_recognition" message.

Page 10, lines 4-7, please replace the paragraph with the following text:

A23 Customer server 16 then asks how many parts the customer wants to order and records this number by voice recognition. It then stops the voice recognition procedure by a "Stop\_recognition" command.

Page 10, lines 8-11, please replace the paragraph with the following text:

A24 Finally, the customer server 16 repeats the amount of the order to the customer asking the host server 11 to synthesize the "You have ordered three parts" character string. The user then hangs up.

Page 10, lines 12-15, please replace the paragraph with the following text:

A25 The dialog between the host server 11 with voice recognition which receives an H.323, SIP or other voice data stream and company A's customer server 16, is illustrated in figure 2.

Page 10, lines 17-18, please replace the paragraph with the following text:

A26 Voice recognition procedures usually comprise two parts as illustrated in Figure 3:

Page 10, line 33 to page 11, line 2, please replace the paragraph with the following text:

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• When the customer who is calling the customer server is not controlled by the network operator, the A and B components have to be put on the host server. This is the method used in the above example.

Page 11, lines 3-8, please replace the paragraph with the following text:

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• However, if the network operator can, it is better to extract significant components at the customer in order to make less use of the passband on the network between the customer and the host server. This extraction phase requires very little calculation power.

Page 11, lines 9-13, please replace the paragraph with the following text:

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For example, if the client is an IP telephony software, the significant components extraction module may appear like a new speech encoder. The host server then negotiates with the customer for use of this encoder during the connection.

Page 11, lines 14-20, please replace the paragraph with the following text:

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Another possible embodiment is to put a software component in a specialized displayed HTML page (ActiveX or Java) that interfaces with voice resources on the customer station and only sends significant components of the voice data stream to the host server. Thus, a specialized page can be created which reacts to voice, as in the example in figure 3.

Page 11, lines 25-32, please replace the paragraph with the following text:

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In this example embodiment, the customer is a software object ("ActiveX or Java") integrated in a specialized page. This object sends significant voice data stream components input on the customer station computer to the host server. It can do this using the RTP protocol on the IP network, or simply the TCP protocol if the reaction time is not a major constraint.

Page 11, lines 33-35, please replace the paragraph with the following text:

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The host server recognizes words in this data stream and informs the customer server of recognized words.

Page 12, lines 1-4, please replace the paragraph with the following text:

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The customer server then initiates actions as a function of the recognized words. For example, it can send a command message to the ActiveX component to display another specialized page.

Page 12, lines 8-11, please replace the paragraph with the following text:

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1. Connection request: Connection request message (host server => customer server)  
(Implicit in TCP/IP by opening the exchange mechanism in TCP/IP)

Page 12, lines 13-16, please replace the paragraph with the following text:

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2. Call data: Transmit call data (host server => customer server)

Called number

Calling number

Page 12, lines 18-19, please replace the paragraph with the following text:

A36

3. Read sound: Read a sound file (customer server => host server)

Page 12, lines 29-31, please replace the paragraph with the following text:

4. DTMF event message (host server => customer server)

A37

Logical channel number

DTMF key code

Page 12, lines 33-34, please replace the paragraph with the following text:

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5. Sound recording: Recording of a message (customer server => host server)

Page 12, lines 46-47, please replace the paragraph with the following text:

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6. Send tone: Send a tone (customer server => host server)

Page 13, lines 8-9, please replace the paragraph with the following text:

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7. Read chain: Concatenate a string of characters (customer server => host server)

Page 12, lines 30-31, please replace the paragraph with the following text:

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8. Disconnect user: The caller hung up (host server => customer server)

Page 12, lines 35-374, please replace the paragraph with the following text:

A42

9. Disconnect server: Disconnection request by the company server software  
(customer server => host server) Logical channel number to be disconnected

Page 14, lines 33-36, please replace the paragraph with the following text:

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The host voice resources server analyzes the requested number and deduces that the  
call must be controlled by the customer server located at the IP address 192.12.13.14 (located  
in the travel agent).

Page 14, lines 37-41, please replace the paragraph with the following text:

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Therefore, it sends a new call message to the travel agent's customer server. This  
customer server asks it to play a musical background quickly presenting the company and  
asking the caller to press "1" to book a voyage, or "2" to leave a message.

Page 15, lines 1-3, please replace the paragraph with the following text:

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The person presses "1" and the host voice resources server retransmits the event to the  
travel agent's customer server.

Page 15, lines 4-11, please replace the paragraph with the following text:

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The dialog continues. It could be imagined that the travel agent would like to  
announce the price of a particular voyage. The customer server looks in the travel agent's  
database for prices and availabilities, and asks the host voice resources server to play the  
recorded string "the price of your voyage is", and then to synthesize "2345" and then play  
"Francs".

Page 15, lines 14-18, please replace the paragraph with the following text: